AastraLink RP Solution Quick Start Guide

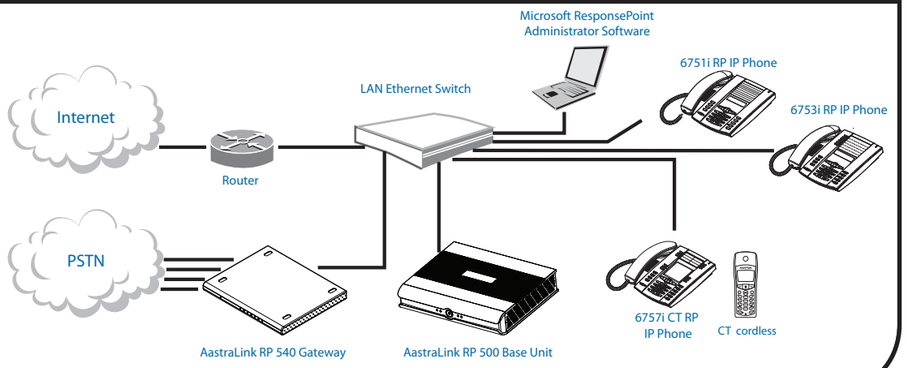
Congratulations on the purchase of the Aastralink RP phone system!

This quick start guide is designed to help you quickly set up and use your AastraLink RP system. Complete user documentation is available online at:

http://www.aastratelecom.com

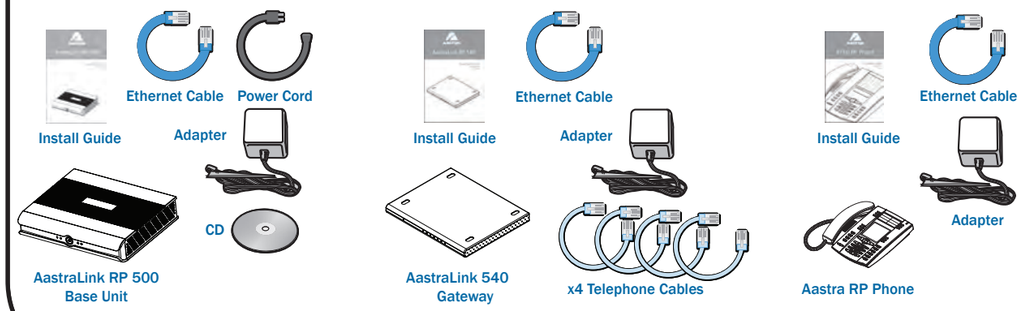
Microsoft® Response Point™

Typical Network Setup



- This guide assumes you already have a DHCP server on your network.

1 Unpacking and checking your AastraLink RP System



- Before you get started, make sure you have all the components needed for your AastraLink RP system. If anything is missing contact your system vendor.

Emergency Dialing Considerations

How to dial 911

Please inform all of your employees, visitors, and Response Point users that they can either dial 911 or 9-911 to access 911 emergency services.

Power, network, or telephone service outages

WARNING: If there is an outage, disruption, or other degradation of the power, network, or telephone services at your location, Response Point will not work.

Maintain an alternative means of calling 911

NOTICE: You should maintain a backup means of calling 911 emergency services (for example, by using a phone plugged into a standard telephone line or a cell phone) in case of a power failure, telephone service outage, or other problem that may inhibit you from using Response Point. The emergency backup phone should be identified to employees as one that will work during a power outage.

811 feature*

By dialing 811, you can call back the last phone used to dial 911. This information will be stored for only 24-48 hours after 911 is dialed.

911 location obligations that may apply to certain owners of Response Point

Your telephone company may be required under applicable law to provide a telephone number and address associated with that telephone number to emergency services when a caller dials 911.

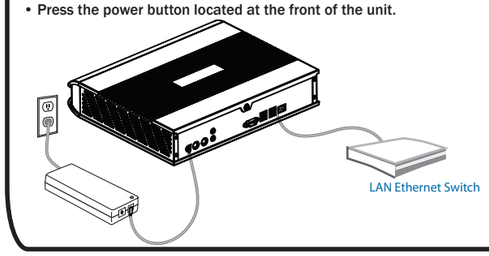
Please note that certain U.S. (state and/or federal) and foreign laws may require the owner of a multiline telephone system (MLTS), such as Response Point, to provide emergency services with the physical location/address of the phone that was used to call 911, in addition to the caller's telephone number.

Compliance with such MLTS laws is your responsibility as the owner of Response Point. Response Point does not provide to emergency services the physical location/address of a phone that is used to call 911.

** This feature may not work if the phone has not been registered with the Response Point base unit by your phone system administrator.*

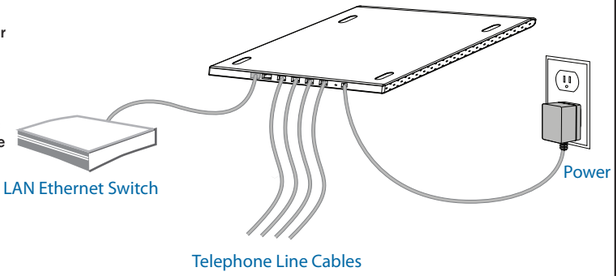
2 Connecting the AastraLink RP 500 Base Unit

- Connect the power cord to the AastraLink 500 Base Unit port marked and plug the other end into an electrical outlet.
- Connect the Ethernet cable to the port marked and connect the other end to your Local Area Network.
- Press the power button located at the front of the unit.



3 Connecting the AastraLink RP 540 Gateway

- Connect the power adapter to your AastraLink RP 540 Gateway port marked and plug the other end into an electrical outlet.
- Connect the ethernet cable to the port marked LAN, and connect the other end to your Local Area Network.
- Connect at least one telephone line cable to a local phone jack, and connect the other end to one of the 4 telephone line jacks on the AastraLink RP 540 Gateway.

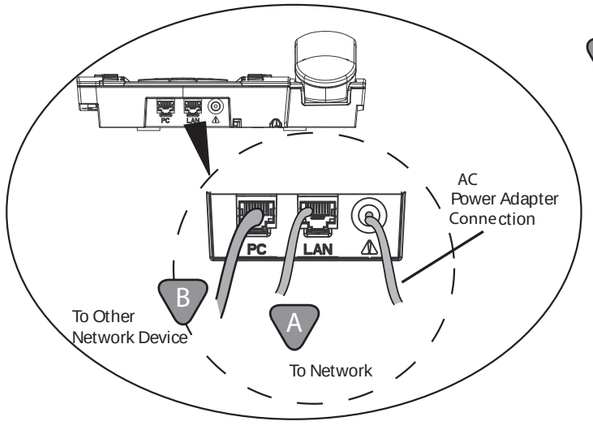


4 Connecting the phones (Aastra models 6751i RP, 6753i RP or 6757i CT RP)

A
- Connect the supplied Ethernet cable to the phone port marked with LAN

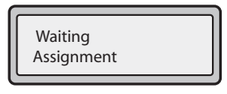
B
- If you already have a network device, such as your computer, connected to your office LAN jack where you will install your phone, you will need to temporarily disconnect it from the office LAN jack.

  ⚠ Warning: This will disconnect your network connection.
- Connect the Ethernet cable from the phone LAN port to the office LAN jack.
- Reconnect your computer or other network device to the PC port of the phone (if applicable).
- If required, connect the power cord to the back of the phone and plug into a power outlet. *(All Aastra phones can be powered through the LAN cable.)*



C

When your Aastra phone is powered up correctly, it will display "waiting assignment" on the screen.



Ensure all components of your AastraLink RP system are connected to the same network and are powered on.

You are now ready to begin the software installation process.

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For additional information and documentation, please visit: www.aastratelecom.com

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Your AastraLink RP system requires an up-to-date version of one of the following operating systems:

Microsoft® Windows XP Professional or Home Edition with Service Pack 2 (SP2, 32-bit) with the lastest security updates

Microsoft® Windows Vista (32-bit) with the latest security updates

Windows Server 2003 R2 SP2, 32-bit

Small Business Server 2003 R2, 32-bit

Microsoft® Response Point™

Before installing the software . . .

- Before you install the Microsoft® Response Point™ phone system software on your computer, please complete the steps described on the first page of this Quick Start Guide.
- All components of the AastraLink RP system should be assembled, connected, and powered up so they will be automatically detected when you install the software.
- It is suggested that you add at least one phone to ensure your system is working. Additional phones or gateways may be added at any future time.

NOTE: All phones, base units, and gateways must be connected to the same local area network.

5 Using the Autoinstall CD

1 Locate the AastraLink RP Solution CD which was supplied with the AastraLink RP 500 Base Unit.

2 Insert the CD into the CD drive of your computer. The Autoinstall Window opens.

NOTE: If the Autoinstall window does not open, use the Windows Explorer to view the CD directory. Double-click Setup.exe to start the installation process.

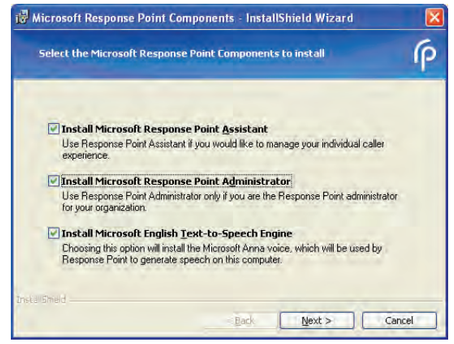
3 Click the **Install** button.

4 Check the **Install Microsoft Response Point Administrator** box so all boxes are checked. (Microsoft Response Point Assistant is used for your personal phone line, and the Microsoft English Text-to-Speech Engine is used to record user names for the phone system.)

5 Click **Next**. Follow the prompts to install the Microsoft Response Point phone system software.

NOTE: You must review and accept the license agreements to install the software.

6 When the installation is complete, continue to step 6.


Microsoft Response Point Components - InstallShield Wizard
Select the Microsoft Response Point Components to install
Install Microsoft Response Point Assistant
Use Response Point Assistant if you would like to manage your individual caller experience.
Install Microsoft Response Point Administrator
Use Response Point Administrator only if you are the Response Point administrator for your organization.
Install Microsoft English Text-to-Speech Engine
Choosing this option will install the Microsoft Anna voice, which will be used by Response Point to generate speech on this computer.
InstallShield
Back
Next >
Cancel

6 Starting Administrator

1 Select **Start > All Programs > Microsoft Response Point Administrator**. The **Important Notice** screen appears.

2 Review the emergency considerations listed and click **OK**. The **Select the base unit** screen appears.

*NOTE: If no base units are listed, ensure your base unit is turned on and wait 30 seconds for the list to refresh. If it is still not detected see 'Troubleshooting' in the **AastraLink RP Administrator Guide**.*

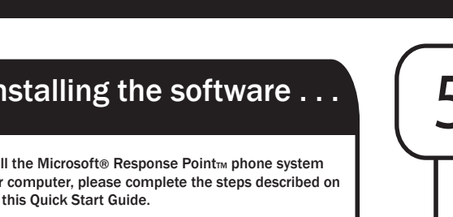
3 Choose your base unit. If more than one is shown, check the MAC address on the bottom sticker on your base unit. The first time you connect, a security screen appears.

4 Confirm that the correct MAC address for your base unit is displayed, and click **Yes** to continue. A security warning screen appears.

5 Click **Yes** to accept the security certificate. The **Connect to Base Unit** dialog appears.

6 Enter the default password ***admin*** and click **Connect**. The change password now dialog appears.

The Microsoft Response Point Administrator phone system software is now connected to the Aastralink RP 500 Base Unit. Change the password now, or do so later following step 7.


Connect to Base Unit
Type the base unit password for base unit "Aastra 1VA1Q6ZU9V8", and click Connect. You must use correct capitalization because passwords are case sensitive.
Password:
Connect
Cancel
Help

7 Setting the Password, Date and Time

It is recommended that you set a new base unit password, and change it regularly.

1 Click the **Base Unit** button.

2 In the **Tasks** pane, under **Properties**, click **Change Password**.

Change Password
The base unit password controls who can connect to this base unit.
To help keep your phone system secure, use strong passwords.
Click here for suggestions on choosing a strong password
Current password:
New password:
Confirm password:
OK
Cancel
Help

3 In the **Current password** box, type the current password (the default is admin).

4 In the **New password** and **Confirm password** boxes, type the new password, and click **OK**.

The date and time of your of your entire AastraLink RP system is set through the base unit. The base unit will then restart, which can take several minutes.

5 Click the **Base Unit** button.

6 Click the date and time next to the **Date and time on the base unit** option under Properties.

7 In the **Set Date and Time** dialog box, select the options that you want.

NOTE: Because these settings are not updated in real time when the dialog box is open, they will soon not match the base unit's current date and time.

8 Click **OK**.

8 Adding phones and users to your AastraLink RP Solution

The AastraLink RP Solution works with Aastra RP phone models 6751i RP, 6753i RP and 6757i CT RP. Any combination of these models may be used on one network.

1 Click the **Phone System** button.

2 In the **Tasks** pane, under **Phones**, click **Add Phone**, which displays the Configure Phone Wizard.

3 Confirm that the phone is connected and plugged in, select the check box at the bottom of the **Have you connected your phone** page, and click **Next**.

Configure Phone
Have you connected your phone?
Before continuing the wizard, you must connect your phone to your office LAN.
1) Using a network cable, connect the phone to your office LAN by plugging the cable into the port labeled "LAN".
2) Plug the phone into a power source.
The phone is connected and plugged in
Next >
Cancel
Help

4 On the **What phone do you want to add** page, click the phone you just connected.

*NOTE: If you do not see the phone click **Refresh** in the **Tasks** pane. If you still do not see the phone, make sure that the phone is connected to the LAN, unplug the phone from the power source, and plug it back in. You may need to wait at least sixty seconds before the phone is initialized and ready to be configured.*

5 Click **Next** to display the **Who will receive calls on this phone** page.

6 Click **Assign User** to select a user, and click **OK**. The **New User** dialog appears.

7 Type the correct information on the Identification tab and click **OK**. The **What do you want to name this phone** page opens.

8 The name and the owner of the phone have been filled in for you automatically. You can change them both if you want, and click **Finish**.

9 When the configuration process is complete, click **Close**.

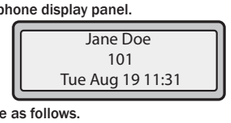
Additional phones and users may be added by repeating steps 1-9.

NOTE: Some AastraLink RP phones have multiple lines, and allow you to assign a unique user to each line.

9 Testing your System

When configuration of your Aastra IP phone is completed using the Microsoft Response Point Administrator phone system software, the phone is automatically configured by the software and is reset by the Base Unit.

After the phone restarts, you will see the assigned extension and user name on the phone display panel.



Test your phone as follows.

- **Voice dialing**: Press the button. The Response Point Base Unit will chime. Say 'What can I say?' for voice-activated dialing options.
- **Placing outgoing calls**: From your phone dial '9' followed by an external phone number.

Congratulations on the successful installation of your new AastraLink RP Solution!

AastraLink RP Quick Reference

• check voicemail *(default password is 9999)*	say voicemail	or dial 886
• call internally	say (name)	or dial extension
• call externally	say (name)	or dial 9+number

(External phone numbers must be entered as contacts using Assistant for voice-dialing access.)

• park a call	(and listen for parked call #)	
• retrieve a call	say retrieve my call	or say retrieve call (call #)
• transfer a parked call	say transfer my call to (name)	or say transfer call (call #) to (name) or dial 7*(call #) (extension)
• list directory	say directory	

Microsoft® Response Point™

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